

**Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 E. 14th Street, Des Moines, IA 50319**

FINAL

November 19, 2014

To ensure the most efficient use of State resources, the November 19, 2014 ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference also ensured more Commissioners were able to participate in the meeting and reduced the risk of delays caused by weather or other impediments to travel. The meeting was accessible to members of the public through attendance at the Grimes State Office Building.

Commissioners Present

Richard Bruner, Chair (on site)
Kathleen Kohorst, Member (on site)
Mary Mosiman, Ex-Officio Member (on site)
Kelly Dolan Lange, Member (on site)

Commissioners Absent

Timothy Lapointe, Member
Mary Sellers, Member

Iowa Communications Network Staff Present:

Ric Lumbard, Executive Director
Deb Evans, Chief Financial Officer
Philip Groner, Business Services Manager
David Marley, Network Operations and Engineering Manager
Helen Troyanovich, Product Engineering and Delivery Manager
Mike Cruise, Chief Finance Manager
Jontell Harris, Government Relations Director
Lori Larsen, Communications Director
Karen Alessio, Secretary (Recorder/Minutes)

Guests:

Frank Hilton, Iowa Network Services (INS)
Sean Cory, CenturyLink
Jennifer Acton, Legislative Services Agency (LSA)
Terry Rinehart, Iowa Public Television (IPTV)

Call to Order

Chair Bruner called the meeting to order at 10:33 a.m. It was noted that a quorum of members was not present for the meeting.

Old Business:

Network Managed Services Request for Proposal (RFP) Update – Ric Lumbard

As we move toward the end of the year, the vendor switch will happen between Windstream and FiberUtilities Group. The ICN has met with all levels of management and leadership between the organizations and believes that the transition is on track. The employer retention and the processes have all gone well. It appears that there is a high level of comfort between both organizations as far as moving forward. Dave Marley's team has been meeting weekly to resolve the logistics.

Discussion:

Commissioner Bruner – Dave Marley and his team did a thorough job, making this a seamless transition.

Network Locate RFP Update – David Marley

ICN did not award the locate piece of the Network Managed Services but did get a locate Request for Proposal (RFP) out on November 3. Vendor questions were due November 14 and answers to the

submitted questions were sent out November 18. The sealed bid responses are due on December 12. ICN is seeking an extension from Windstream on their locate services for 90 days beyond December 31, 2014. Should this extension not be granted, Plan B is in place. We would feel more confident if we had additional time and would get the RFP back and perform the evaluation starting December 12. It would be pretty aggressive to have something in place by January 1, 2015. Having additional time would put us in a better position to evaluate and make decisions.

Q&A Discussion

Q: Chair Bruner – Do you have any idea how many people are interested in this?

A: Dave Marley – There are a few people interested as locates have become a consolidated business. Rather than companies doing their own locates, other companies are hired to do it all; gas, electric, telecom, and water, as opposed to each company doing their individual specific job.

Chair Bruner – The trend is shifting in the direction that one firm performs all the locates for all the utilities.

Voice Managed Services Progress Update - Deb Evans

Currently, edits on the Statement of Work are being completed and Finance is anticipating sending the finished product to CenturyLink by the end of the week. Finance has been moving forward on other items to make a smooth transition once the contract is signed. Site surveys are being completed with the Technical Assistance Center (TAC) and CenturyLink's engineers so they will have a better understanding what is in the buildings in terms of wiring. Business Services and Engineering have begun to choose the customer sites to begin with. Weekly technical planning meetings are taking place for the Network Operations Services (NOC) to NOC services. Contracts on the GeoMax and Primary Rate Interface (PRI) have been signed. CenturyLink is in the process of moving the Maintenance Contracts for BlackBox over to their control. Training and marketing have been discussed for the employees in Finance. Currently collaborating with CenturyLink for a solution that is financially viable to replace the older cabling located throughout the buildings. Finance is now waiting to receive the per seat pricing by the end of the month and is anticipating signing the contract by Christmas.

Q&A Discussion

Chair Bruner – It appears that you are close to a contract.

A: Deb Evans – The signing of the contract should be a smooth transaction since we signed the Multiprotocol Label Switching (MPLS) contract agreement. The statement of work is going to be the body of all that it encompasses.

Q: Chair Bruner – Could you give us a brief update as to how this will benefit the State of Iowa?

A: Deb Evans – ICN's cost to provide Voice continues to increase. Maintenance on our equipment, switches, legacy, and Digital Media Server (DMS) is moving in the direction of transport, broadband and data. ICN is attempting to acquire a lower cost per seat for State Government. A couple years ago, ICN expressed to the Governor and the Department of Management (DOM), that ICN would lower those prices. ICN began looking at Managed Services to take over managing the voice and transitioning some ICN employees to the data area which would lower ICN's expenses and lower the seat price for everyone. ICN therefore will not be responsible for the day-to-day and long-distance maintenance of voice. This will affect many people in the organization.

Discussion:

Chair Bruner - This will be a visible change to a lot of the departments as every budget is affected by this. By lowering the price and passing it to the private sector to manage, ICN has accomplished the best of both worlds; out of the business and lowering the prices to the Government as we said we would.

PMV Desktop Video Sunset Update – Phil Groner

As part of ICN's overall strategy to revamp and relook at our video conferencing platform services, we have a product called Perfect Meetings Video Conferencing (PMV), also branded as Oncor. It is a third party service that the ICN resold to customers, and was primarily used for desktop video conferencing. PMV contained services of Management Internet Protocol (IP) video, conference rooms and bridging those conference rooms into the system. Sunsetting PMV is scheduled for December 31, 2014, which will be much sooner than sunsetting the Motion Picture Experts Group (MPEG). ICN customers have not indicated that they have an issue with sunsetting the platform. ICN will no longer be offering this service as it is no longer utilized by ICN's customers. After doing an analysis of the utilization of the PMV, the service was used 23 minutes in a period of three months as the customers have moved on to other platforms. The platform itself had experienced quality issues and never matched the type of quality that ICN wanted to provide customers in terms of being a carrier compared to the MPEG platform. It was no longer paying for itself as usage was declining. ICN's expense to Applied Global Technologies (AGT), the service provider, was more than what was being brought in from customers.

FirstNet Update – Ric Lombard

The FirstNet Initial State Consultation meeting that we have been anticipating for the last several months was very well attended as it was an invitation process specifically for the Public Safety Community. Those in attendance were not only government; but also state and local governments were strongly represented including the Governor's Office all the way down to local municipalities across the state. The Public Safety sector; fire, Emergency Medical Technician (EMT), and state troopers represented a strong presence. FirstNet was in Iowa as the FirstNet mandate requires all states to have an inoperable data communication nationwide which will be FirstNet broadband network.

Police officers, firefighters, paramedics, and other public safety entities need a dedicated nationwide wireless broadband network. They need a network that they can count on during emergencies and to meet their everyday missions. During emergencies, wireless traffic is concentrated in specific areas and capacity can become insufficient for public safety's needs. Public safety needs an exclusive network so they can communicate without interruption. This is especially important during large emergencies when consumers may possibly overload commercial wireless networks to reach their family and friends.

This integrated network will improve communication during mutual aid calls and is intended to provide the latest communication technologies in a single nationwide network that is dedicated to public safety. FirstNet will bring the benefits of a single, nationwide interoperable network that is built to open standards to public safety agencies across the country.

With millions of users on a single network, FirstNet hopes to take advantage of increased vendor competition and economies of scale to drive down the final cost to the public safety user. FirstNet is designing the network to be able to offer a dedicated public safety service at a highly attractive rate that will in turn enable state and local governments to save on operating cost.

At this time the land mobile radio system (LMR) will not be replaced. Looking at replacing the LMR's is a trajectory of 5-7 years so all of the cities and states who are currently building out their new LMR's systems for radio will be present. This is a broadband data network as FirstNet will have their own apps and app store that will provide Public Safety apps. During the Initial State Consultation, FirstNet had the opportunity to answer questions that the Public Safety users needed answered. The room was small enough to hold a vibrant conversation and those in attendance could share their opinions. FirstNet took ample time to answer questions and engage in the conversation which resulted in an exceptional interactive discussion. The FirstNet representatives were very pleased at how well the State Consultation went. ICN is anticipating national press releases from FirstNet regarding the Initial State Consultation.

Four slides were shown to the Iowa Telecommunication and Technology Commission (ITTC). These slides were also shown at the FirstNet Initial State Consultation where Ric Lumbard gave a brief presentation. Two of the four slides represented “Action Items” from the Iowa Statewide Interoperable Communications System Board (ISICSB). Ric Lumbard serves as Chairman and Robert von Wolfradt, Iowa Chief Information Officer (ICIO), serves as Co-Chair. A slide representing The Broadband Committee Members was shown. The Broadband Committee Members will be serving as the “work force” behind the FirstNet Actions. Public Safety sector members will also be added to the Broadband Committee to assist with collecting data and reviewing input.

Iowa's FirstNet Broadband Committee

Presented by:
Ric Lumbard – ICN Executive Director



Iowa's FirstNet Broadband Committee 2014

Broadband Committee Members


- Ric Lumbard, Chair – Iowa Communications Network
- Robert von Wolfradt, Co-Chair – Office of the Chief Information Officer
- Craig Allen – SWIC - Iowa Department of Public Safety
- Jeff Anderson – Marion County, Iowa - Emergency Management Agency
- Dennis Hart – Iowa Department of Management
- Amber Markham – Iowa Department of Public Safety
- William McLain – Iowa National Guard
- Cord Overton – Governor's Office
- Kevin Plagman – Iowa Department of Public Defense
- Steven Ray – Iowa Department of Public Safety
- Roxann Ryan – Iowa Department of Public Safety
- Jeff Sundholm – Iowa Department of Transportation
- Barbara Vos – Iowa Homeland Security and Emergency Management Department
- Shawn Wagner – Iowa Department of Public Safety
- Cinnamon Weinman – Iowa Department of Public Safety
- Michael Winter – Iowa Department of Public Safety
- Bob Younie – Iowa Department of Transportation



Iowa's FirstNet Broadband Committee 2014

Action Item #1

- **Vertical Assets Inventory Study**
 - Goal is to create a master data set of State & Commercial vertical assets.
 - Including but not limited to the Telecommunication infrastructure.
 - Any structure, building, tower, or geographical feature that could offer a suitable location for installation of wireless transmission equipment.
 - Must be able to sustain Public Safety Grade infrastructure.
 - Technical knowledge of all 'HIGH THINGS'.



Iowa's FirstNet Broadband Committee 2014

Action Item #2

- **Public/Private Partnership Summit**
 - Two half day summits per year
 - Open forum to answers questions and have open-communication with the private sector telecommunications entities.
 - **Panel Format:**
 - 3 senior leaders from Public Sector
 - 3 senior leaders from Private Sector
 - **Topics:**
 - CORE
 - MIDDLEMILE
 - RAN
 - DEVICES



Iowa's FirstNet Broadband Committee 2014

The first Action Item is a Vertical Assets Inventory Study, the goal is to create a master data set of State and Commercial vertical assets. Including but not limited to the Telecommunication infrastructure. The Vertical Assets Inventory Study will include any structure, building, tower, or geographical feature that could offer a suitable location for installation of wireless transmission equipment and must be able to

sustain Public Safety Grade infrastructure. The State of Iowa is data rich as the OCIO, Department of Transportation (DOT), ICN, and DPS all possess a lot of data that will result in gathering existing data sets as opposed to doing a study.

The second Action Item is Public/Private Partnership Summit. The Broadband Committee will specifically work with the Private Sector and have in place 3 senior leaders from both the Public and Private sectors to participate in an open forum. Two half day summits per year would take place and include the Telecommunication and Public Safety arenas. Questions would be answered on the topics that include the Core, Middle mile, Ran and Devices. This is a long term trajectory; however, the partnerships that need to be formed in the State are significant. This summit will be the vehicle to begin the 'relationship build' with the Private Sector. FirstNet strongly believes in building relationships with the Private Sector and Public/Private Partnerships which is also a core value within the ICN.

Two additional Action Items that the ICN will be responsible for will include gathering information regarding coverage on how many potential devices the State of Iowa would require by creating profile maps.

Identifying coverage type detail may be more challenging as ICN may be requesting information from the Public Safety Sector. Requested information may include 60 days of cell phone bills, computing the data and determining how many texts, what type of video and data is being used. As a result, a Usage Profile will be composed to determine what the Public Safety sector in the State of Iowa is actually utilizing. This will be an intense period of information gathering for the ICN before the next FirstNet consultation scheduled for January 2015.

Ric Lombard expressed his thanks and appreciation to Sergeant Tom Lampe and the Public Safety Agencies for their dedication and support regarding the FirstNet Initial State Consultation as this has been a four year process to prepare for this collaborative process.

Q&A Discussion

Q: Commissioner Kohorst - When discussing a Nationwide Public Safety Network, security issues are a huge concern.

A: Ric Lombard - Safeguards promoting confidence in the Public Safety Network is directly related to the Core. FirstNet is creating a Core Design just as any Telecommunication Communication System would. FirstNet is managing this system which represents a first-rate security and cyber security process which is invested into the Core. Because unreliable networks have to be addressed, FirstNet is managing security, reliability and resiliency at Public Safety Grade from the Core throughout every tower. Should there be a commercial infrastructure that does not pass Public Safety grade; FirstNet is being very intentional on how to build the Core. ICN can naturally do that as ICN is private and dedicated to that type of space. Phones will have encryption as data chips are being built specifically for that. Currently providers are creating cell phones that include a Wireless Telecom provider on one side and FirstNet on the other side and both can communicate and have encryption when connecting to the cell towers. Strong communication on the security aspect as it is a big concept.

Q: Kelly Dolan Lange - Were Public Safety officials from every county represented at the Initial State Consultation? And how was it decided on who attended?

A: Ric Lombard - It was sampling. More than 50 state and local Public Safety stakeholders were in attendance. This included representatives from the Iowa state patrol, county sheriffs, metro police forces, county and metro fire and rescue, EMS, the state homeland security team and the departments of health, public works, and transportation. Also, the National Guard, 911 coordinators, and representatives from the Governor's office were in attendance.

The process was a hand-picked selection by the Department of Public Safety. The selection was made from representatives moving forward in the Public Safety arena.

Q: Kelly Dolan Lange - Are all of the counties in Iowa aware of the statewide outreach efforts for the public safety broadband network?

A: Ric Lombard - For over a year there has been an education effort that is occurring within the state. The State of Iowa received a Phase 1 Development grant of \$2 million dollars. Half of that grant can be used for education across the state. An individual was contracted from Connect Iowa to visit every county in Iowa. During his visits, he educates the community and presents information regarding FirstNet while

collecting data in the process. The selection process is made from those in attendance of the meetings who showed interest in FirstNet. Currently he has visited 60 counties.

New Business

PBS LearningMedia Update – Terry Rinehart

The ICN and Iowa Public television (IPTV) have launched a major effort to help Iowa educators learn about new PBS LearningMedia initiative. PBS LearningMedia is a free media on-demand service offering educators access to the best of public media and delivers research-based, classroom ready digital learning experiences to engage students in exploring curriculum concepts that align with National and Common Core State Standards. Teachers and students have access to more than 87,000 curriculum-aligned digital resources. That number continues to grow as new content is added each day. Resources include short videos, interactive activities, self-paced lessons, historical documents, and lesson plans for teachers. When ICN and IPTV began this collaborative effort, 9,500 teachers were enrolled, currently over 11, 300 teachers are participating.

Promotional materials cobranded with ICN and IPTV logos have been developed and are being distributed to educators. These include a promotional post card for distribution at conferences, a frequently asked questions brochure, and an electronic newsletter that is distributed to educators which features weekly highlights of PBS Learning Media. The IPTV PBS LearningMedia site prominently features the ICN logo and a relevant support message on the entry page for the site.

The most effective method of promoting PBS LearningMedia to Iowa educators thus far is face-to-face contact at educational conferences and presentations at school sites. 75 of these events have occurred between July 1 and October 31. These activities have reached 4,388 educators and others. Mr. Rinehart gave a short demonstration on PBS LearningMedia. The services of the ICN are essential in helping teachers connect to educational resources that they trust and to use in the classroom. The possibilities are exciting and will benefit everyone involved.

Q&A Discussion

Q: Kelly Dolan Lange - Can anyone use these resources and are they available to homeschoolers as well?

A: Terry Reinhart – Yes, we promote our resources to homeschoolers and any parent could go on the website and create an account as well.

ICN Annual Report – Lori Larsen

The ICN will release its Annual Report for Fiscal Year 2014. The report outlines our activities for July 1, 2013 through June 30, 2014. Throughout the report, readers will find stories explaining how network services have evolved and continue to provide value to our authorized users. Highlighted articles and summaries include:

- Legislative Session Recap
- Internet, Video, Voice Services Update
- Federal Grant Finalized: Two ICN Users Received Connect Iowa's Broadband Hero Award at the 2014 Connect Iowa Conference.
- Nationwide Public Safety Network (FirstNet)
- Healthcare Update
- Outreach: Commonwealth of Kentucky Officials Visit ICN and Ric Lumbard presenting to ITT Tech Students
- Financial Information

Q&A Discussion

Q: Commissioner Bruner - Who gets a copy of the Annual Report?

A: Lori Larsen – The Annual Report is on ICN's website. It can go out on the distribution list, the Governor's office and Jontell Harris forwards it to the legislative contacts.

Major Items Update – Ric Lombard

ICN has been in the process of completing the staffing alignments. In September/October, an initial change in the organizational process took place. A lot of follow up work is being completed regarding Personal Description Questioner's (PDQ) being completed. Making certain that all of the Personal Performance Evaluations (PPE) are up-to-date and we have requested that the leadership team to take Thursday mornings to specifically focus on charted related items to complete the Human Resource (HR) issues. The ICN's goal is to have the organization very strongly stabilized by HR by the end of the calendar year, and reevaluate in January to make any additional changes.

ICN has been working closely with the office of the Office of the Chief Information Officer (OCIO) and reorganizing staff as a result of the Legislative mandate; specifically in the Information Technology (IT) areas. The ICN will continue to manage the telecom carrier operations but the IT functions are moving to the office of the OCIO. This process is done intentionally and practically as it makes fascial sense.

The ICN will host The National Association of Technology Directors in February for the entire region. This event draws many of the technical organizations together at the State Governmental level.

The ICN will be represented on eighteen new trucks due to a change of vendors for our Network Managed Services. A new ICN logo will be displayed on the trucks as a result of a collaborative effort with FiberUtilities Group. The new Broadband messaging effort named 'Broadband Matters' will also be displayed on the trucks and carried throughout the state. This is very important in communicating the essential message of the ICN and the 'Broadband Matters' message serves as the delivery method. The ICN has a strong communications package totaling seven videos describing ICN's role in delivering the Broadband message statewide. This initiative process and the website will be completed in December.

Broadband Matters will help us to communicate key process with legislators this upcoming session.

Other Business – Chair Bruner

None.

Adjournment

Commissioner Kohorst moved that the meeting be adjourned. The ITTC meeting adjourned at 11:28 a.m.

ATTESTED TO:

